

## "T" is for Turkey



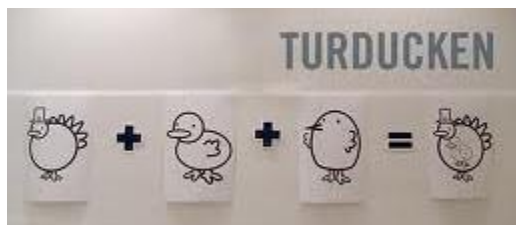
November is a great time in Arizona. While the nation shivers, our state looks and feels beautiful outside. One major highlight of November is a day of feasting and thanks. Yes, Thanksgiving.

It's time to exchange concerns about the waistline for flavors and aromas that excite the senses. We plan celebrations and parades. Gridiron battles are fought on the field to be enjoyed from the couch.

Thanksgiving does not just happen, there is planning involved, who's house, the attendees, who is assigned which dish and who should stay out of the kitchen.

You may decide to get sassy this year with the menu and try a new style of preparation. Will you season, brine, inject or marinade the turkey? It can be roasted, baked, grilled, smoked, or fried. It can even be the "Frankenbird"...the Tur-duck-en! Tur-duck-en, you ask? Turkey stuffed with a duck, stuffed with a chicken. Whichever method you decide the turkey will still be a turkey.

Throughout the month the Together We Can team will be building a holiday menu. Each week another side dish will be offered. We'll offer some suggestions to help you serve a winning feast of behavior change conversations. We'll start with our entrée and then a side dish offered family style to be passed and shared to complete our November Thanksgiving menu.



On the T-Day menu, "T" is for Turkey. "T" is also for projective tools at WIC.

Sometimes we refer to several of the guides and references we use generically as a tool. In the TGIF note, a tool is a one of the projective tools we use to find out how participants feel about a nutrition-related topic. The Doors, Faces, Metaphor Images, Card Sort Concerns, Magic Wand, Textures, and Paint Chips are all projective tools. Other useful counseling items like circle charts, the ABCDE guide, and Nutrition Education materials are not projective tools.

What's the take-home lesson for WIC?



When you start your assessment conversations, be sure to use a projective tool that opens the door to an authentic conversation. The core concerns of our participants lie close to their hearts. Tools should be served fresh with a relevant invite and garnished with a smile. They can be seasoned with a friendly delivery or a quieter empathy, depending on preferences of the participant. For best results, try topping them with probe, such as “tell me more”.

Bon Appetit!

Don't Spill the Sauce

How do you plan the menu for Thanksgiving? Do you keep it simple or bite off more than you can chew? In two weeks you and your loved ones will gather and feast. What other dishes will you offer?

Cranberry sauce is often on the holiday menu. In most homes, you'll find the canned variety. Brave souls get “saucy” and make theirs from scratch. Taking on a new recipe is exciting, but may call for equipment or skills beyond the ability of the chef.

How does this relate to WIC? Getting to the Heart of the Matter replaces the “canned” version of WIC with a new gourmet, personalized approach. Just like taking on a new recipe, the results can be overwhelming as many clients now share very important needs that may go beyond the scope of WIC. How do you handle these needs? How do you handle the emotional “burn out” of hearing such heavy stories? How do we deal with this change in general?



On next week's Champion call, Molly Kellogg will help us serve others and while taking care of ourselves and staying in the scope of WIC. Molly Kellogg is a Registered Dietitian and Licensed Clinical

Social Worker with WIC experience! Molly understands sometimes working with families in crisis can be taxing on counselors. Join us for next **Wednesday's PCS Champions Call at 9 AM** for tips on how to recover and close the session when you find yourself in over your head.





How do you plate?

How does your plate look during the holidays? Are you a plate loader, letting flavors mix and sides to touch? Or maybe you like to preserve the purity of the palate by keeping dishes in their own spaces? Some of us enjoy terraforming an edible mountain we can conquer, while others of us find greater satisfaction in a meal course by course.

While we don't worry about our methods for filling a holiday plate, our approach to nutrition assessment can mean the difference between feast or famine. Without probing questions or bridges to nutrition topics we might find ourselves hungry for information we need to complete a full assessment. With overly general or vague open ended questions we might instead find our plates heaped with irrelevant personal information. How can we better arrange our plate during nutrition assessment to provide a healthy balance of concerns, recommendations, and referrals that satisfy our participants? How do keep information more contained to our scope of WIC? We do have a method for arranging our plate at WIC, remember the ABCDE guide? By choosing the right questions at the right time we can better serve up a winning combination.

Ask open ended questions that have the ability to be more directed to our resources may help contain those TMI (too much information) reeling moments. Paired with affirmations it is much like turkey with cranberry sauce and stuffing...it just works well together!

Molly Kellogg has created a list of suggested open ended question, you will find attached to this weeks email.



Thankful for TGIF

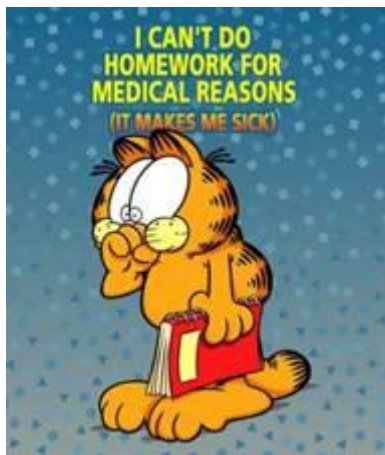
How are you feeling about making a difference for the people you meet at WIC?  
I know many of us have our best days when we find opportunities to serve others.



**Go Charles! Woot woot.**

We hope you enjoy this Thanksgiving holiday with the satisfaction that you lighten the burdens of families you meet at WIC.

Some important parts of our job are less fun than sharing a conversation. But they become **a little** more fun when we're better at them. So here's an opportunity to assess your own skills at documenting TGIF notes. Oh Joy!



Included are some examples to look at and exercise your skills. They're in the message text below, and also attached for your convenience. Each example gives a brief scenario with a TGIF note. Use your skills to improve the note so that it is complete and easy to understand. Please use this opportunity to ask questions to improve your understanding of what TGIF notes should look like. Compare your thoughts with the revisions we suggest (included at the end).

Have a Happy Thanksgiving! We're thankful for your work to help Arizona families.

**TGIF #6:**

Scenario: WIC Counselor asks a pregnant mom to choose a face that says something about how she feels about breastfeeding. Mom says she feels disappointed because she was diagnosed with breast cancer recently. She has another MD appointment to discuss treatment options that are safe during pregnancy. This is her second pregnancy, previous miscarriage 1 yr ago. Currently takes PNV.

**What changes can be made to improve the TGIF Note below?**

T.. faces

G.. continue eating healthy

I.. mom states she will like to breast feed new baby but by MD she cant because she has a problem with her breast.

F.. prenatal care

**TGIF #7:**

Scenario: Mother of Santiago, a 25 mos child chooses green light when asked what image says something about how she feels about how he eats. Santiago eats very well overall, but sometimes picky about certain foods – especially vegetables. He's current on immunizations and stays healthy. Has a heart murmur but MD not concerned. He drinks whole milk and mom has not tried low-fat milk, likes water and sometimes juice. First dentist appointment next week.

**What can be done to improve the TGIF note below?**

T-Metaphore pictures mother chose green light she says when santiago is ready to eat he is a green light.

G-Keep offering more veggies mother would like santiago to eat more veggies.

I-Heart murmur. added risk code 425.1

F-Please follow up on goal and also on milk intake this is going to be mothers first time offering 1% milk

**TGIF #8:**

Scenario: A breastfeeding mom is recertified 6 weeks postpartum. The WIC Counselor introduces texture tool, mom chooses soft fabric because she loves nursing baby. Says nursing was difficult in hospital but lactation consultant helped her improve latch, now more BF than formula. Mom says baby still seems hungry after nursing, uses formula after nursing. Wants to pump and store breastmilk, returning to work next week. Mom eating fairly well but tooth pain, avoids tough/crunchy foods. Waiting after baby to have 2 cavities filled, Dentist appt day after tomorrow.

**What can be done to improve the TGIF note below?**

T: Fabric. Mom picked a soft fabric.

G: To continue latching before offering formula.

I: Mom st that baby is taking breast every 2-3 hours, latching on each side for ~15 minutes. St that if baby still shows signs of hunger, she gives formula. Wants a breastpump, returning to work next week.

F: Please f/u on breastfeeding/latching. Please contact mom as soon as we have a BP available. Added her to the waiting list and gave her a kit for manual pumping.

**TGIF #9:**

Scenario:

A mom with a formula feeding newborn returns to certify the baby. Chose happy face to describe how she feels about feeling baby because gaining wt. and doctor pleased. After experiencing hypertension during the pregnancy she had a healthy 8lb, 4oz baby by C-section. Says still takes PNV as recommended. Began nursing in hospital, baby didn't latch well and sore nipples since the first week. Wanted to pump instead but encouraged to keep latching until nipple damage and bleeding. Says she might pump when nipples healed but needs formula. Baby feeds every 2-3 hrs and takes 3 oz formula each feeding. Mom has engorgement, discussed hand expressing to reduce fullness.

**What can be done to improve the TGIF note below?**

T: happy face as delighted w infant

G: raise a healthy happy baby

I Most of discussion about delivery as mom developed HT & had a C-section. Also had negative BF experience as hospital kept urging her to BF & she ended up w bleeding nipples. Very reluctant to try to BF again as very sore & disheartened. Praised her for trying & explained she should not feel guilty that it didn't work. Explained how to hand express to relieve the engorgement pain.

F: CNW to do HGB at next visit & check if any questions or problems.

**TGIF #10:**

Scenario: Anthony is an 18 month child who returns for certification. Mom uses card sort and chooses cards for "milk and juice - how much is good for toddlers", "healthy snack ideas for my toddler" and "other topics" regarding his low hemoglobin today. She chose "strong likes and dislikes about food" and "refusing to eat fruits or vegetables" among her not concerned pile because he eats well. He does not take vitamins, has no medical concerns, and has local MD.

**What can be done to improve the TGIF note below?**

T: cards, mom concerned about iron G: to keep anthony healthy and happy I: Discussed iron rich foods and snacks. Gave iron handout. Encouraged mom to offer juice and less milk. Good eater. Referred to her doctor for vitamins. F: follow up with wt and ht and ask if doctor recommended vitamins

**TGIF #6**

T: Faces, mom is disappointed because can't breastfeed

G: Use skin to skin to improve bonding and reduce stress for baby

I: Assigned 347 Cancer. 2<sup>nd</sup> pregnancy, one miscarriage 1 yr ago. Assigned 332 closely spaced pg. Discussed healthy behaviors for pregnancy and how skin/skin improves feeding relationship and bonding even for formula fed infants. Mom will continue to make healthy choices and stay active for healthy weight gain and to improve treatment outcomes. Will update WIC on changes based on MD recommendations following next MD appt.

F: RD referral appt next month.

**TGIF #7**

T-Metaphor pictures, mother chose green light she says when santiago is ready to eat he is a green light. G-Keep offering more veggies, might try new ones like cauliflower, squash, and cucumber next.

I- Heart murmur, does not require treatment. Added risk code 425.1 b/c using whole milk after 2yo. Mom completely weaned Santiago from bottles 4-5 mos ago and he likes his cup.

F-Please follow up on goal and also on milk intake this is going to be mothers first time offering 1% milk

**TGIF #8**

T: Fabric, chose soft enjoys nursing

G: Continue nursing every feeding, increase skin/skin to build supply.



I: Assigned 381 b/c tooth pain limits foods. Dentist appt in 2 days. Mom wants to reduce formula and working to increase nursing. Requested pump, issued manual pump until Lactina available.  
F: How is breastfeeding/latching going? Please contact mom ASAP when pump available, added to wait list. BF Hotline referral 1-800-833-4642 if BF concerns.

#### TGIF #9

T: Chose happy face b/c baby feeds well, growing  
G: Continue skin/skin, contact WIC for pump when pain reduced  
I: Baby growing well, takes 24-27 oz formula daily. Issued IFF pkg but mom plans to try pumping, will change to IPN+ upon request as needed. Stopped BF when sore, bloody nipples, now only formula. Discussed holding baby upright during feedings to reduce spit-ups.  
F: IBCLC referral to follow up on mom's desire to pump.

#### TGIF #10

T: Card sort, chose healthy snacks, milk/juice, and other (low hemoglobin) as concerns.  
G: Offer iron rich snacks such as cheerios and limit milk to 16 oz.  
I: Anthony eats well, discussed how to incorporate iron rich foods into meals and snacks. Gave iron handout. Drinks mostly milk sometimes juice, not much water. Discussed limiting milk, also increasing water intake and juice diluted with water. Does not take vitamins, assigned 425.8.  
F: Referred to MD about vitamins. How are snacks working?

#### Top it off

To finish off our feast, let's end with a sweet slice of pumpkin pie. Do you like yours with whipped cream or a la mode?

During an appointment the sweetest way to top off a session is letting the participant know you were fully present. You expertly asked open ended questions, reflected back their concerns, affirmed their accomplishments, and summarized it all like a champ. So how do you move the participant to change talk? The secret ingredient is you just did...sort of. By utilizing the OARS skills and being completely present the participant feels heard, they matter to you and they will be more likely to want to try suggestions or set goals for themselves or families. Listen for those *a la mode or change talk* phrases such as...

*I will...*

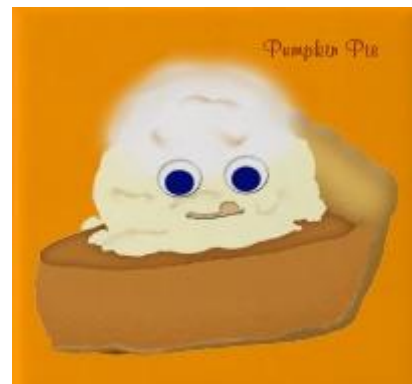
*I think...*

*I am ready to...*

**The key is to offer that slice of pie, and let them top it off with change talk.**

"It sounds like you are ready to wean baby Jason from the bottle." PIE

"I am ready to wean Jason, I think he is ready for his own cup" A LA MODE



This “*a la mode*” top off is the *Behavior Change Kill*! They are committed to you now; this mom is now going to wean Jason. She may not have woken this morning thinking about weaning her baby from the bottle but after a full course of an attentive counselor and a sprinkle of change talk she is ready to wean.

Coming this winter...Look out Frosty, thumpty, thump, thump, over the hills of snow is the Behavior Change Kill! In December, join us on the 19<sup>th</sup> when we will discuss giving the gift of a ***Behavior Change Kill*** for the PCS Champions group!